

Work Order ID 65996

Friday, February 04, 2011 2:56:56 PM

Page 1

Item ID: D350-607-441

Accept

Revision ID:

Item Name: Heli-Utility-Basket

Setup Start

Stop

Start Date: 2/1/2011 Start Qty: 1.00

Required Date: 2/2/2011 Req'd Qty: 1.00

Reference: RMA RA110136 - RETURN

Cust Item ID:

Customer: CU-DAR001

Approvals: Process Plan:

Date:

Tooling:

Date:

Run Start

QC:

Date:

SPC (Y/N):

Date:

Stop

Sequence ID/
Work Center IDOperation
DescriptionSet Up/
Run Hours

Tool ID	Tool #	Plan Code	Accept Qty	Reject Qty	Reject Number	Insp. Stamp
---------	--------	-----------	------------	------------	---------------	-------------

Draw Nbr

Revision Nbr

D350-607-2

C

100

0.00



QC

Quality Control

Memo

INSPECT RA110136

0.00

8/1/02/07

110

0.00



Large Fab

Large Fab

Memo

REWORK BASKET
-FORM MESH BACK INTO SPEC
-RE LOCATE OUTSIDE RIB
-BUFF A/R

0.00

Pl 11.02.23

120

QC6- Inspect dimensions to drawing

0.00



QC

Quality Control

Memo

0.00

Work Order ID 65996

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Page 2

Item ID: D350-607-441

Accept

Revision ID:

Item Name: Heli-Utility-Basket

Setup Start

Stop

Start Date: 2/1/2011 Start Qty: 1.00

Required Date: 2/2/2011 Req'd Qty: 1.00

Cust Item ID:

Customer: CU-DAR001

Reference: RMA RA110136

Approvals: Process Plan:

Date:

Tooling:

Date:

Run Start

QC:

Date:

SPC (Y/N):

Date:

Stop

Sequence ID/
Work Center IDOperation
DescriptionSet Up/
Run Hours

Tool ID

Tool #

Plan
CodeAccept
QtyReject
QtyReject
NumberInsp.
Stamp

130

0.00



Powdercoat

0.00

Powder Coating

Memo

RE-POWDER COAT WHITE PER
QSI 005

140

0.00



QC

Memo

Quality Control

QC3- Inspect Part Finish

0.00

150

0.00



Packaging

0.00

Packaging

Memo

ENSURE ORIGINAL KIT IS COMPLETE

Work Order ID 65996

Friday, February 04, 2011 2:56:56 PM

Page 3

Item ID: D350-607-441

Accept

Revision ID:

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Setup Start

Stop

Start Date: 2/1/2011 Start Qty: 1.00

Required Date: 2/2/2011 Req'd Qty: 1.00

Cust Item ID:

Customer: CU-DAR001

Reference: RMA RA110136

Approvals: Process Plan:

Date:

Tooling:

Date:

Run Start

QC:

Date:

SPC (Y/N):

Date:

Stop

Sequence ID/
Work Center IDOperation
DescriptionSet Up/
Run Hours

Tool ID

Tool #

Plan
CodeAccept
QtyReject
QtyReject
NumberInsp.
Stamp

160

QC4- 100% Inspect kits for completeness

0.00



QC

Memo

0.00

Quality Control

170

0.00



Packaging

Memo

0.00

Packaging

REPACKAGE PER PPP
USING NEW B/N
NEW LABELS & PAPERWORK REQ'D

180

QC21- Final Inspection - Work Order Release

0.00



QC

Memo

0.00

Quality Control

U 11.02.24

FOR HAI ONLY
NOT FOR SALE

Picklist Print

Friday, February 04, 2011 2:56:53 PM

Page 1

Work Order ID: 65996

Parent Item: D350-607-441

Parent Item Name: Heli-Utility-Basket



Start Date: 2/1/2011

Required Date: 2/2/2011

Start Qty: 1.00

Required Qty: 1.00

Comments: IPP REV:A NEW ISSUE 10-04-05 JLM VERIFIED BY:DD IPP Rev:B
as per ecn 10-552 DD 10.04.19 verified by:EC IPP Rev:C as per ecn 10-
596 DD 10.08.26 verf by:EC

Component Item ID/ Item Name	Replacement Item ID	Mfg/ Purch	Bin Item	Primary Location	Last Location	Route Seq ID	Unit of Measure	Qty on Hand	Qty per Kit	Total Qty	Qty Issued	Date Issued	Status
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D350-607-441		Manufactured	No				Each	2.0000		1			
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Heli-Utility-Basket



Location

Loc Qty

Loc Code

BSK

2

64251

1

60460

1

u

11-02-02

L Lacelle

From: Jason Murdoch [jmurdoch@dartaero.com]
Sent: January 19, 2011 3:29 PM
To: 'L Lacelle'
Subject: RE: DHSRA-00896 - RA110136 - J.R. Helicopters - URGENT

It has been visually inspected. Appears to already have been ram(med) by a forklift...lol. Yes it has been inspected by Eric, not completed on Intuitive. Did you want me to do & place it in accepted? How will this rework affect the credit note? Will the cost of re-work be deducted? Or this is tracked elsewhere? I would like to know before I do anything, or anything gets issued.

Thanks,

Jason Murdoch
Quality Coordinator
jmurdoch@dartaero.com
DART Aerospace Ltd.
613-632-5200

65996

From: L Lacelle [mailto:llacelle@dartaero.com]
Sent: Wednesday, January 19, 2011 2:47 PM
To: 'Jason Murdoch'
Subject: RE: DHSRA-00896 - RA110136 - J.R. Helicopters - URGENT

Has this been ram inspected? Can I make the w/o??
L

2500-3000

From: Jason Murdoch [mailto:jmurdoch@dartaero.com]
Sent: January 19, 2011 2:09 PM
To: 'Sian Willems'
Cc: 'Bill Beckett'; 'L Lacelle'
Subject: RE: DHSRA-00896 - RA110136 - J.R. Helicopters - URGENT

Please use the word, re-work.

Thank you L,

Jason Murdoch
Quality Coordinator
jmurdoch@dartaero.com
DART Aerospace Ltd.
613-632-5200

From: Sian Willems [mailto:swillems@dartaero.com]
Sent: Wednesday, January 19, 2011 2:00 PM
To: 'L Lacelle'; 'Jason Murdoch'
Cc: 'Bill Beckett'
Subject: RE: DHSRA-00896 - RA110136 - J.R. Helicopters - URGENT

Thanks y'all.

Sian Willems

Marketing

T: 1-613-632-5200 ext 239

F: 1-613-632-5246

C: 1-613-676-0577

swillems@dartaero.com

DART Aerospace Ltd.

From: L Lacelle [<mailto:llacelle@dartaero.com>]

Sent: January 19, 2011 12:47 PM

To: 'Jason Murdoch'

Cc: 'Sian Willems'; 'Bill Beckett'

Subject: RE: DHSRA-00896 - RA110136 - J.R. Helicopters - URGENT

We're looking at 250.00-300.00 to repair

LL

From: Jason Murdoch [<mailto:jmurdoch@dartaero.com>]

Sent: January 19, 2011 12:36 PM

To: 'L Lacelle'

Cc: 'Sian Willems'; 'Bill Beckett'

Subject: FW: DHSRA-00896 - RA110136 - J.R. Helicopters - URGENT

Hi L, can you give a cost? RA110136 is on its way to you. It was supposed to be left with you on Monday.

Jason Murdoch

Quality Coordinator

jmurdoch@dartaero.com

DART Aerospace Ltd.

613-632-5200

From: Sian Willems [<mailto:swillems@dartaero.com>]

Sent: Wednesday, January 19, 2011 11:59 AM

To: 'Jason Murdoch'

Cc: 'Peggy McDonald'; 'Nancy MacLeod'; 'Carole O'Rourke'; 'Jean Kerr'; 'Dan Stow'; 'Marc Bellavance'; 'Bill Beckett'; llacelle@dartaero.com

Subject: RE: DHSRA-00896 - RA110136 - J.R. Helicopters - URGENT

Hi Jason,

DHS needs to submit a claim with K&N, so I need to know the cost for repair on the returned damaged basket in order to put it back in stock.

Thanks,

Sian Willems

Marketing

T: 1-613-632-5200 ext 239

F: 1-613-632-5246

C: 1-613-676-0577

swillems@dartaero.com

1/19/11

DART Aerospace Ltd.

From: Bill Beckett [mailto:bbeckett@dartaero.com]
Sent: January 19, 2011 11:00 AM
To: 'Sian Willems'
Cc: 'Peggy McDonald'; 'Nancy MacLeod'; 'Carole O'Rourke'; 'Jean Kerr'; 'Dan Stow'; 'Marc Bellavance'
Subject: RE: DHSRA-00896 - RA110136 - J.R. Helicopters - URGENT

Sian,
Seeing as how this is a commercial issue, can you please sort this out with Jean.
Thanks,
Bill

From: Jean Kerr [mailto:jean@darths.com]
Sent: January 19, 2011 10:26 AM
To: Sian Willems; Marc Bellavance; Dan Stow
Cc: Bill Beckett; Peggy McDonald; Nancy MacLeod; Carole O'Rourke
Subject: FW: DHSRA-00896 - RA110136 - J.R. Helicopters - URGENT

Hi everyone,

Carole still has the outstanding invoices from Kuehne & Nagel, requiring payment.
Please confirm.

Thank You!

Have a wonderful Wed.!!

Jean

From: Jean Kerr
Sent: Tuesday, January 11, 2011 2:39 PM
To: 'Sian Willems'; 'Marc Bellavance'; 'Dan Stow'
Cc: 'Bill Beckett'; Peggy McDonald; Nancy MacLeod; Carole O'Rourke
Subject: DHSRA-00896 - RA110136 - J.R. Helicopters - URGENT

Hi Everyone,

This basket, P/N D350-607-441 for J.R. Helicopters was damaged in transit. It was returned to DAS on Dec. 21/10.

Please confirm the cost of repair.

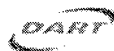
DHS has outstanding invoices with Kuehne & Nagel relating to this basket, which require payment and closure asap.

Have a great afternoon!!

Thank You!!

Best Regards,

1/19/11



Jean Kerr

DART Helicopter Services
Sales Support
(613) 632-3336 Work
(800) 556-4166 Work
(613) 632-4443 Fax
Jean@darths.com
352 Main St. West, Suite 103
Hawkesbury, ON K6A 2H8
www.darthelicopterservices.com

PLEASE NOTE OUR NEW CORPORATE OFFICE ADDRESS: 4650 North Avenue, Oceanside, California 92056

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Linda Lacelle

From: Jason Murdoch <jmurdoch@dartaero.com>
Sent: February 4, 2011 12:14 PM
To: 'Linda Lacelle'
Subject: RE: 2nd request - RE: JR Helicopter Credit - DHSRA-00896 - RA110136 - URGENT

From: Bill Beckett [mailto:bbeckett@dartaero.com]
Sent: January 19, 2011 11:00 AM
To: 'Sian Willems'
Cc: 'Peggy McDonald'; 'Nancy MacLeod'; 'Carole O'Rourke'; 'Jean Kerr'; 'Dan Stow'; 'Marc Bellavance'
Subject: RE: DHSRA-00896 - RA110136 - J.R. Helicopters - URGENT

Sian,
Seeing as how this is a commercial issue, can you please sort this out with Jean.
Thanks,
Bill

Jason Murdoch
Quality Coordinator
jmurdoch@dartaero.com
DART Aerospace Ltd.
613-632-5200

From: Linda Lacelle [mailto:llacelle@dartaero.com]
Sent: Friday, February 04, 2011 9:57 AM
To: 'Sian Willems'; jmurdoch@dartaero.com
Cc: 'Jean Kerr'; 'Nancy MacLeod'; 'Carole O'Rourke'
Subject: RE: 2nd request - RE: JR Helicopter Credit - DHSRA-00896 - RA110136 - URGENT

Jason? Sian?

From: Carole O'Rourke [mailto:carole@darths.com]
Sent: February 4, 2011 9:56 AM
To: Sian Willems; L Lacelle
Cc: jmurdoch@dartaero.com; Jean Kerr; Nancy MacLeod
Subject: 2nd request - RE: JR Helicopter Credit - DHSRA-00896 - RA110136 - URGENT
Importance: High

Good Morning Ladies,

Happy Friday!
Sorry to be a bug....just checking in to see if anything is available yet.
When can we expect this report/invoice?

Thanks again,
Carole O'Rourke

DART Helicopter Services, LLC

From: Carole O'Rourke
Sent: February 2, 2011 10:10 AM
To: 'Sian Willems'; 'L Lacelle'
Cc: 'jmurdoch@dartaero.com'; Jean Kerr; Nancy MacLeod
Subject: JR Helicopter Credit - DHSRA-00896 - RA110136 - URGENT
Importance: High

Good Morning Sian and Linda,

I am hoping you both can help us with the damaged basket received from JR Helicopters.
Please see below highlighted information requested by the freight forwarder to complete this claim.
Feel free to contact us should you have any questions.

Providing the required damage report which should include back up such as invoices for repair, the initial commercial invoice as well as a precise description of the damage accompanied with a brief cover letter in which you hold Kuehne + Nagel responsible for the damage (this is part of what the insurance companies will require).

Thanks in advance for your help!
Carole O'Rourke

DART Helicopter Services, LLC

From: Jason Murdoch [mailto:jmurdoch@dartaero.com]
Sent: February 1, 2011 12:32 PM
To: Jean Kerr
Cc: Carole O'Rourke
Subject: RE: JR Helicopter Credit - DHSRA-00896 - RA110136 - URGENT

Please contact Sian and Linda for the details. I know the basket ribs & mesh have to be replaced & the basket re-aligned. This is time consuming to ensure future installation will be successful.

Jason Murdoch
Quality Coordinator
jmurdoch@dartaero.com
DART Aerospace Ltd.
613-632-5200

From: Jean Kerr [mailto:jean@darths.com]
Sent: Tuesday, February 01, 2011 11:41 AM
To: Jason Murdoch
Cc: Carole O'Rourke
Subject: RE: JR Helicopter Credit - DHSRA-00896 - RA110136 - URGENT

Hi Jason,

Thank You!
We look forward to receiving the credit to close the file.
Carole is also looking forward to receiving the credit, with the details of the rework.

Jean

From: Jason Murdoch [mailto:jmurdoch@dartaero.com]
Sent: Tuesday, February 01, 2011 11:19 AM

To: Jean Kerr
Subject: RE: JR HELicopter Credit - DHSRA-00896 - RA110136 - URGENT

Hi Jean,
CNINV104068 has been generated in the amount of \$6842.34., and sent to Calgary.

Jason Murdoch
Quality Coordinator
jmurdoch@dartaero.com
DART Aerospace Ltd.
613-632-5200

From: Jean Kerr [mailto:jean@darths.com]
Sent: Tuesday, February 01, 2011 10:29 AM
To: Jason Murdoch
Cc: Carole O'Rourke
Subject: FW: JR HELicopter Credit - DHSRA-00896 - RA110136 - URGENT
Importance: High

Hi Jason,

Just following through with this request.

Carole requires a copy of the credit with the details of the \$ 500.00 for the rework.
Thank You!!

Jean

From: Jean Kerr
Sent: Tuesday, January 25, 2011 9:23 AM
To: 'Jason Murdoch'
Cc: Carole O'Rourke; Nancy MacLeod
Subject: FW: JR HELicopter Credit - DHSRA-00896 - RA110136
Importance: High

Good Morning Jason,

Please confirm when this credit will be completed.
Carole requires the copy for the Kuehne & Nagel claim.

Thank You!!

Jean

From: Jean Kerr
Sent: Friday, January 21, 2011 11:50 AM
To: Nancy MacLeod
Cc: Carole O'Rourke; 'Jason Murdoch'
Subject: FW: DAS Credits
Importance: High

Hi Nancy,

Please see below the credit information for returned basket from:

JR Helicopter DHSRA-00896 RA110136.

Thank You.

Jean

From: Jason Murdoch [mailto:jmurdoch@dartaero.com]

Sent: Thursday, January 20, 2011 1:50 PM

To: Jean Kerr

Subject: RE: DAS Credits

Importance: High

Hi Jean.

It is my understanding that the \$500 will be deducted from the original invoice amount to cover the cost of DAS reworking the basket.

$\$7342.34 - \$500 = \$6842.34$ total credit.

DHS will then be making up the \$500 from K&N shipping to receive the full \$ amount.

Jason Murdoch

Quality Coordinator

jmurdoch@dartaero.com

DART Aerospace Ltd.

613-632-5200

From: Jean Kerr [mailto:jean@darths.com]

Sent: Thursday, January 20, 2011 1:16 PM

To: Jason Murdoch

Subject: FW: DAS Credits

Hi Jason,

Sorry, this cost will be invoiced to DHS in the credit.

Thanks Bunches!!

Jean

From: Jean Kerr

Sent: Thursday, January 20, 2011 1:11 PM

To: 'Jason Murdoch'

Subject: RE: DAS Credits

Hi Jason,

We received the \$ 500.00 cost from Sian, it is DAS's cost to repair the basket.

Thanks bunches!

Jean

From: Jason Murdoch [mailto:jmurdoch@dartaero.com]

Sent: Thursday, January 20, 2011 1:04 PM

To: Jean Kerr

Subject: RE: DAS Credits
Importance: High

Hi Jean,
Who is the \$500 re-work cost going to?

Jason Murdoch
Quality Coordinator
jmurdoch@dartaero.com
DART Aerospace Ltd.
613-632-5200

From: Jean Kerr [mailto:jean@darths.com]
Sent: Thursday, January 20, 2011 10:27 AM
To: Jason Murdoch
Subject: DAS Credits

Hi Jason,

Please confirm the DAS credits for:

DHSRA-00609	RA109091	Heli-Lift	Credit Dif. Between 205 & 204 Mirrors.
DHSRA-00887	RA110117	Air Methods	D350-591-213 – Steps
DHSRA-00891	RA110128	Sterling Heli	Re-work cost \$ 850.00 – awaiting e-mail confirmation
DHSRA-00896	RA110136	JR Heli	Repair cost \$ 500.00
DHSRA-00902	RA110138	Heli Express	Full credit
DHSRA-00909	RA110146	Hawker Pacific	Full Credit

Thanks bunches!

Jean

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California 92056**

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